



Communications Customer Council

Meeting Notes Communications Customer Council

Monday, January 28, 2008

2:30-4:00 p.m.

State Police Administrative Headquarters, Room 317
7700 Midlothian Turnpike
Richmond, VA 23235

Attendance

Name	Agency	Attendee
Bernstein, Dorothy	VSP	Yes
Dixon, Julia	DGIF	No
Dunn, Cheryl	VITA	Yes
Giddings, Ron	DMV	No
Goheen, Pam	DMV	Yes
Grimes, Julie	DOE	Yes
Madison, Debbie	DOC	Yes
Neale, Tamara	Booz	No
Powers, Diane	VDH	No
Pyle, Charles	DOE	Yes
Pyle, Rex	VDEM	No
Salster, Mike	DHRM	No
Williams, Greg	DCE	No
Williamson, Marcella	VITA	Yes

Welcome

The meeting opened at 2:30 p.m. and attendees provided their names, roles and agencies represented.

Future Meetings

Group members indicated that traveling to monthly meetings is not very conducive to their normal schedules and would like to alternate between in-person meetings and telephone conferences. The February meeting will be scheduled as a conference call, and the March meeting will be scheduled as an in-person meeting.

Charter

Members expressed concerns about the purpose of this Council. They felt that some of the proposed objectives on the charter should already be handled by VITA Comms as “staff work” and not the work of a council. They envision that the Council will serve as an advisory group only. The charter will be revised to reflect the changing focus of the group.

Communication Topics

Group members would like to review Network News and provide input about whether the information is helpful for the average reader or too technical in nature. The February issue of Network News will be distributed to the group.

A suggestion was made to push Network News out to a broader audience by sending it to all agencies’ Communication directors and others.

Attendees indicated that many AITRs are unaware of their statutory responsibility to share information with their agencies. Clarification should be made regarding this point.

A comment was made that communication issues won’t be fixed until service issues are fixed, so it would be more effective to focus on the service issues rather than communications at this time.

Suggestions for improving communications included:

- Provide more advance notice to PIOs about upcoming changes
- Ask AITRs to share information with PIOs
- Include details about VITA’s vision and strategy so customers know why changes are occurring and what to expect next
- Prepare a one-page sheet for front-line employees telling them how transformation will affect them
- Dive into transformation plan to determine communications milestones
- Create an online forum for customers to express concerns

The meeting adjourned at approximately 3:30 p.m.